

ORIGINAL

COMMISSIONERS
KRISTIN K. MAYES - Chairman
GARY PIERCE
PAUL NEWMAN
SANDRA D. KENNEDY
BOB STUMP



ARIZONA CORPORATION COMMISSION



Interim Executive Director
RECEIVED

2013 MAR 13 A 9:21

ARIZONA CORPORATION COMMISSION
DOCKET CONTROL

March 12, 2013

To: Docket Control

RE: Far West Water & Sewer, Inc. - Petition
Docket No. WS-03478A-12-0307

Please docket the attached 6 customer comments OPPOSING the above filed rate case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission
DOCKETED

MAR 13 2013

DOCKETED BY	<i>JSN</i>
-------------	------------

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109163

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** Marcia **Last:** Herberg

Account Name: Marcia Herberg **Home:** (000) 000-0000

Street: 13829 E. 50th St. **Work:**

City: Yuma **CBR:**

State: AZ Zip: 85367 **is:**

Utility Company. Far West Water & Sewer, Inc.

Division: Sewer

Contact Name: Roxanne Fiddes **Contact Phone:** (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

Arizona Corporation Commission
Consumer Services Section
1200 West Washington St.
Phoenix Arizona 85007

TO WHOM IT MAY CONCERN,

RE: DOCKET NO. WS-03478a-12-03-07
FAR WEST WATER & SEWER. INC.

We are home owners in the Foothills of Yuma, Arizona. We wish to register our very strongest objections to the proposed wastewater increase by Far West Water and Sewer, Inc. In the filing of Docket No. WS-03478A-12-0307 Far West Water and Sewer, Inc. has filed for a residential wastewater increase from \$21.75 to \$62.65 per month, or 188.05% increase.

We request that the Arizona Corporation Commission decline this request by Far West and do not allow this 188.05% increase to pass.

The Foothills area of Yuma, Arizona is a community made up largely of retired senior citizens living in small homes, modular homes, park model units and recreational vehicles. An increase of this amount would present an enormous hardship on this entire population who are already struggling with fixed and declining incomes late in life. It would dramatically impact the ability of most of this population to remain in their homes and even in this area. Given the size of this increase, the possible resulting departure of this population from the Foothills of Yuma would in no small way impact both the City of Yuma and the County given the tax base they represent.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please use the powers given you to protect the small home owner and refuse this request.

Thank you for taking the time to register our objection to the proposed 188.05% increase.

Yours sincerely,

Marcia Herberg
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/12/2013

Opinion No. 2013 - 109163

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109167

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

Complaint By: **First:** **Last:**
 Marlene **Becker**

Account Name: Marlene Becker **Home:** (000) 000-0000

Street: 13203 E. 52nd Drive **Work:**

City: Yuma **CBR:**

State: AZ Zip: 85367 **is:**

Utility Company. **Far West Water & Sewer, Inc.**

Division: Sewer

Contact Name: Roxanne Fiddes **Contact Phone:** (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

The Sept. storm - when the power was out at the foothills for 28 hrs. others were out longer.

We had no means of flushing our toilets. Did you see Far West with a generator hook-up to the Foothills customers? No.

We pay there way - they should care more for there customers - and now they want more from us.

Marlene Becker
Resident for 11 yrs.
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/6/2013

Opinion No. 2013 - 109167

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109166

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: **Jerry C. and Glenda J. Raney**

Account Name: Jerry C. and Glenda J. Raney

Home: (000) 000-0000

Street: 9631 E 38th Pl.

Work:

City: Yuma

CBR:

State: AZ Zip: 85365

is:

Utility Company: **Far West Water & Sewer, Inc.**

Division: Sewer

Contact Name: Roxanne Fiddes

Contact Phone: (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

Arizona Corporation Commission
Consumer Services Section

RE: Farwest Water and Sewer DOCKET WS-03478A-12-0307

Dear Sir or Madam:

Regarding the requested 188% increase in rates for Far West Water and Sewer, Close to a majority of their customers are only using their facilities half of the time. It is not a year around operation at the high rate of increase requested by Far West W&S.

Such a significant increase is a real hardship on retiree winter visitors as well as working people and questionable whether such a large increase is required.

We think it would be fitting to have an independent audit of the Far West operation including a look at management compensation.

We appreciate the Commission's time and effort in coming to Yuma for our input. We hope you will consider our comments.

Sincerely,

Jerry C. Raney and Glenda J. Raney

End of Complaint

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/7/2013

Opinion No. 2013 - 109166

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109164

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Earl and Evalyn** **Krueth**

Account Name: Earl and Evalyn Krueth

Home: (000) 000-0000

Street: 13414 S. Chisolm Way

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company. **Far West Water & Sewer, Inc.**

Division: Sewer

Contact Name: Roxanne Fiddes

Contact Phone: (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

Arizona Corporation Commission
Consumer Services Section
1200 West Washington St.
Phoenix Arizona 85007

TO WHOM IT MAY CONCERN,

RE: DOCKET NO. WS-03478a-12-03-07
FAR WEST WATER & SEWER. INC.

We are home owners in the Foothills of Yuma, Arizona. We wish to register our very strongest objections to the proposed wastewater increase by Far West Water and Sewer, Inc. In the filing of Docket No. WS-03478A-12-0307 Far West Water and Sewer, Inc. has filed for a residential wastewater increase from \$21.75 to \$62.65 per month, or 188.05% increase.

We request that the Arizona Corporation Commission decline this request by Far West and do not allow this 188.05% increase to pass.

The Foothills area of Yuma, Arizona is a community made up largely of retired senior citizens living in small homes, modular homes, park model units and recreational vehicles. An increase of this amount would present an enormous hardship on this entire population who are already struggling with fixed and declining incomes late in life. It would dramatically impact the ability of most of this population to remain in their homes and even in this area. Given the size of this increase, the possible resulting departure of this population from the Foothills of Yuma would in no small way impact both the City of Yuma and the County given the tax base they represent.

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Please use the powers given you to protect the small home owner and refuse this request.

Thank you for taking the time to register our objection to the proposed 188.05% increase.

Yours sincerely,

Evalyn Krueth

Earl Krueth

End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/12/2013

Opinion No. 2013 - 109164

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109165

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

Complaint By: **First:** Jason **Last:** Holiman

Account Name: Jason Holiman **Home:** (000) 000-0000

Street: 11576 E. 28th Pl. **Work:**

City: Yuma **CBR:**

State: AZ Zip: 85367 **is:**

Utility Company: Far West Water & Sewer, Inc.

Division: Sewer

Contact Name: Roxanne Fiddes **Contact Phone:** (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

To: Arizona Corporation Commission
Regarding: Proposed rate hike by Far West Water (WS-03478A-12-0307)

I am writing you to express my concerns regarding a proposed rate hike by Far West Water. The near 200% increase they are proposing will create an unreasonable financial burden for individuals and families such as mine. In the last five years, our household has only received only one 2.5% increase in pay (with a subsequent decrease when the Social Security holiday expired). I continue to hear about concerns of Far West Water's mismanagement of funds and resources, and I just want to ensure that incompetence is not being rewarded. In the last election, Corporation Commissioners that I voted for and were elected ran on a platform of fighting for the ratepayers and consumers. I just wanted to remind you of that pledge and thank you for your consideration of this matter, and how it will affect mine and thousands of other families in our community.

Jason Holiman
11576 E. 28th Place
Yuma, AZ 85367
End of Complaint

Utilities' Response:

.

Investigator's Comments and Disposition:

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Comments entered for the record and filed with Docket Control.

End of Comments

Date Completed: 3/7/2013

Opinion No. 2013 - 109165

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

Investigator: Deb Reagan

Phone: (602) 364-0236

Fax: (602) 542-2129

Priority: Respond Within Five Days

Opinion **No.** 2013 - 109168

Date: 3/6/2013

Complaint Description: 08A Rate Case Items - Opposed
 N/A Not Applicable

First:

Last:

Complaint By: **Fred M. and Dorothy F Lowell**

Account Name: Fred M. and Dorothy F. Lowell

Home: (000) 000-0000

Street: 13200 E. 52nd Drive

Work:

City: Yuma

CBR:

State: AZ Zip: 85367

is:

Utility Company. **Far West Water & Sewer, Inc.**

Division: Sewer

Contact Name: Roxanne Fiddes

Contact Phone: (928) 342-1238

Nature of Complaint:

***** WS-03478A-12-0307 *****

Customer sent the following -

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, AZ 85007

Re: WS-03478A-12-0307

Gentlemen:

We are writing regarding Far West Water & Sewer's request for a rate increase. We did not know of the requested hike until our arrival in Yuma on January 15.

Apparently notices were only sent to customers who were currently using the service, not those who were away. Our final bill is always sent to our WA address- why was the notice not sent to us there? Aren't companies required to notify all property owners?

While we understand a need for a MODEST increase, we cannot support the 188% increase requested by Far West. When Far West requested a rate increase in 2009, it was denied by you and there was an indication that perhaps interim management should be appointed. To my knowledge that never happened.

We winter in Yuma and are here less than 6 months a year. Yet, we must pay for sewer service the entire 12 months of the year, despite not using this service. We do not understand why Far West charges for sewer services when we are not using them. We do not have to pay the electric company when we are not here just

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

because their power lines run down the street. We do not have to pay the gas company when we are not here just because their gas lines run down the street. Why do we have to pay Far West when we are not using their services? We could understand a being charged a minimal fee for administrative services (like \$5 per month), but to pay the full amount, especially at this higher proposed rate, seems excessive.

Thank you for holding a public hearing in our area. We are writing a letter rather than publicly testifying to save time.

Sincerely,

Fred M. Lowell

Dorothy F. Lowell
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

Comments entered for the record and filed with Docket Control.
End of Comments

Date Completed: 3/7/2013

Opinion No. 2013 - 109168
